

# Progress Report – January 2009

## Policy 7.01 Implementation Plan

### DSHS, Community Service Division, Region 3

Biennium Timeframe: July 1, 2008 to June 30, 2010

Implementation Plan				Progress Report
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update for the Fiscal Year Starting Last July 1
<b>1. Work with tribes to develop services, local agreements and MOUs that best meet the needs of Region 3's American Indians.</b>  Support Government-to-Government relationships with federally recognized Tribes in Region 3.	A. Continue quarterly CSD/Tribal meetings. Tribal representatives may invite Tribal Council Members to attend the quarterly meetings.	Meetings scheduled in January , April, July and October if each year.	<b>Lead Staff:</b> CSD Region 3, Tribal Representatives. <b>Target Dates:</b> 4/24/09 at Tulalip 7/24/09 at Lummi 10/23/09 at Nooksack 1/22/2010 by DCS at CSD Region 3	Schedule updated at January 2009 meeting.
	B. 7.01 Progress Reports	Review progress at July and January meeting	<b>Lead Staff:</b> ESA (CSD & DCS)/Tribal Reps <b>Target Date:</b> January and July meetings (Progress Report due to Assistant Secretary beginning of April)	Reviewed January 2009 and will continue to review every 6 months.
	C. Review of Tribal TANF Agreements and Tribal TANF Operating Agreements (MOU's) (3 year review period)	MOU accountability (As related to operating agreements and FQHC positions)	<b>Lead Staff:</b> CSOAs <b>Target Date:</b> 3 year review period  Lummi Nation            6/30/2010 Upper Skagit Tribe    6/30/2010 Tulalip Tribes            2/29/2008 Nooksack Tribe Mt Vernon CSO    12/19/2009 B'ham CSO            4/30/2011	<b>Nooksack Tribe agreement just updated with B'ham CSO</b>  <b>Tulalip agreement pending?</b>

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	<p>D. Continue to Outstation CSD staff at Tribal facilities where appropriate or designate staff where appropriate to work with Tribal members.</p> <p>E. Explore annual cross-training of Tribal/CSD line staff in each catchment area.</p> <p>F. Invite tribal representatives to regional WF Supervisor's meeting.</p> <p>G. Communicate and plan with Tribes when implementing new or changed procedures that effect service delivery at the local level.</p>	Improved communication between tribes and CSOs; improved access and services to American Indians.	<p><b>Lead Staff:</b> CSD Region 3 and Tribal Representatives</p> <p><b>D. CSD staff out-stationed at Lummi, Swinomish, Upper Skagit, Tulalip, Sauk Suitttle and Nooksack Tribes</b></p> <p><b>F. monthly – 4<sup>th</sup>. Thursday of each month</b>  <b>Lead Staff: CSD Region 3 &amp; Tribal Representatives</b></p> <p><b>When changes occur or at regularly scheduled 7.01 meetings</b></p>	<p>Reviewed <b>January 2009</b> and no changes recommended. <b>Sauk Suitttle</b> added CSD outstation list in <b>January 2009</b>.</p> <p><b>January 2009</b>, shared with Tribes general information on CSD service delivery changes with regard to call centers. Will continue to provide updates.</p>
	H. Utilization of Communication Protocol developed by RTCC/IPAC	Broad communication or and attendance at meetings by appropriate members from all tribes through established communications protocols.	<p><b>Lead Staff:</b> CSD Region 3 &amp; Tribal Representatives</p> <p><b>Target Date: Review each quarter.</b></p>	Jan 2009, reviewed attendance at 7.01 meetings by all parties (fair) and encouraged broader attendance.
<b>2. Prepare and disseminate pertinent statistics on American Indian populations, numbers of American Indians served and other relevant data.</b>	A. Provide TANF (grant, child only, sanction), Basic Food and GAU ad hoc reports for WorkFirst that compare performance indicators related to American Indians as compared to entire population. Continue to develop aggregate data and send report to tribes with agenda prior to meeting. Add dollar amounts whenever possible. Include historical data for comparison	Accurate quarterly reports produced by CSD Region Office.	<p><b>Lead Staff:</b> CSD Region 3, <b>Mike Riber</b></p> <p><b>Target Date: quarterly – April, July, October, January</b></p>	Reports distributed prior to each quarterly meeting and reviewed at meeting.
	B. Review performance indicators by ethnicity	Identify Issues and gaps between service and the difference in general population and tribal should be within +/- 5%.	<p><b>Lead Staff:</b> Mike Riber</p> <p><b>Target Date: quarterly – April, July, October, January</b></p>	Discussed at <b>January 2009</b> meeting changing this to yearly requirement as data does not change much. Will decide at April meeting on schedule.

<b>3. Ensure efforts are made to recruit/hire American Indian staff to meet the overall DSHS goal of having a diverse workforce.</b>	A. Share Region 3 CSD job postings with Tribal contacts – these will be forwarded by email. Send job postings to all tribes.	100% of Region 3 job postings will be shared with Region 3 Tribes.	<b>Lead Staff:</b> CSD Region 3 Managers/ CSOAs/HR Reps <b>Target Date:</b> As postings occur. <b>Report to be shared annually at April meeting.</b>	Being sent directly to tribes and to <b>Julie Jefferson</b> , IPSS, for distribution. <b>Provided training on E-Recruiting system July 2008.</b>
	B. Invite Tribal representatives to participate on interview panels.	Increased participation of Tribal representatives in the hiring process.	<b>Lead Staff:</b> CSD Region 3 Managers, CSOAs, Tribal or RTCC reps. <b>Target Date:</b> As interview panels are established to fill job openings	Reviewed progress and noted absence of tribal representation and/or input in Region 3, CSD, Regional Administrator recruitment. (January 2009)
	C. Invite Human Resources representative to a quarterly meeting to provide: <ol style="list-style-type: none"> <li>1. Training on the personnel system (e-Recruiting)</li> <li>2. Information on American Indian employment statistics.</li> </ol>	C.1 Understanding of how to maneuver through the personnel system resulting in increase in number of American Indians applying for state jobs. C.2 Information on ethnicity breakdown within state service	<b>Lead Staff:</b> Mike Riber <b>Target Date:</b> C.1 July Meeting C.2 <b>October</b> Meeting	C.1 <b>Completed July 2008.</b> C.2 <b>Completed October 2008.</b>
	D. Resource Sharing - Utilize Tribal TANF programs for unsubsidized employment.	Increased employment opportunities.	<b>Lead Staff:</b> CSOAs, Tribal Reps <b>Target Date:</b> as unsubsidized employment is developed. <b>Reported quarterly – April, July, October, January</b>	Reviewed <b>January 2009</b>
	E. We recommend that IPAC invite Tribal reps to participate in DRA meetings and impact panels at the state level.		<b>Lead Staff:</b> Helen Fenrich <b>Target Date:</b> On going	Continue to encourage.

<b>4. Assure that procedures tied to current programs and policies meet the needs of American Indians.</b>	<b>A.</b> Identify outstanding issues/gaps in service and address service coordination.	Close gaps in service.	<b>Lead Staff:</b> Mike Riber & Tribes <b>Target Date:</b> Ongoing	<b>On going review of gaps and solutions at each meeting.</b>
	<b>B.</b> Conduct a bi-annual Customer Satisfaction survey of all American Indians receiving services.	Send out survey to gain knowledge of customer satisfaction.	<b>Lead Staff:</b> Mike Riber <b>Target Date:</b> Survey in <b>Winter 2009</b>	<b>Last completed September 2006. Mike Riber planning next survey for Feb 09.</b>
	<b>C.</b> Continue to invite tribes to participate in Local Planning Area meetings.	Attendance and participation of Tribes at LPA meetings .	<b>Lead Staff:</b> CSOAs, LPA chairs <b>Target Date:</b> prior to each LPA meeting	<b>Reviewed tribal participation at local level (LPA, etc) (good) (January 2009)</b>
	<b>D.</b> Invite Tribal staff to participate in Tribal member case staffings.	1. CSOs will invite Tribal staff to attend 100% of case staffings on WF Tribal cases. 2. Ensure CSO staff offer WF tribal services to any appropriate American Indian who is not currently being served by tribal services.	<b>Lead Staff:</b> CSOAs <b>Target Date:</b> at time of each case staffing being scheduled	<b>Reviewed January 2009. Tribal TANF has reduced tribal numbers on state TANF and therefore occurrences.</b>
	<b>E.</b> Offer training for line staff by mutual invitation.	Cross-training of Tribal/CSD staff.	<b>Lead Staff:</b> CSD, Tribes <b>Target Date:</b> as training is scheduled	<b>Reviewed January 2009 (good). Encouraged more invitations to Tribal sponsored training.</b>
	<b>F.</b> Hold a Children's Retreat. A regional retreat focused around service delivery to children	A retreat to be held in 2008?.	<b>Julie Jefferson new committee leas. Committee members are: Julie, Jim Thomas, Mike Riber, Scott Morris, Caniece Romar and a representative from Lummi and the Upper Skagit Tribes. Committee to reevaluate this activity.</b>	Added to plan July 2007.  Mike Riber will follow up on funding request from State (Kelly Lindseth). (January 09)
	<b>G.</b> Provide training to tribes on the Basic Food Program and General Assistance Program.	Conduct training October 26, 2007.	<b>Mike Riber 10/26/07</b>	<b>Completed October 2007.</b>
	<b>H.</b> Conduct a Tribal SOAR Training in Region 3	Local tribes will have a better understanding of the General Assistance Program and how to assist with navigation of the programs	<b>Sue Chance &amp; Julie Jefferson October 2008</b>	Added to plan October 2007.  Held one training in fall 2008 and planning another training for Feb/March 2009.
	<b>I.</b> Form a workgroup and pursue approval and funds for a Tribal SSI Facilitator.	Provide faster transition from General Assistance to SSI for tribal caseload results in better benefits and savings to State.	<b>Sue Chance December 2008</b>	Added to plan October 2007.  Workgroup was unsuccessful. CSD now has 3 dedicated SSI Facilitators and some Tribes are hiring same.